

PENENTUAN PEGAWAI BERKINERJA TERBAIK MENGUNAKAN METODE PROMETHEE (STUDI KASUS: KANTOR PAJAK PRATAMA MANADO)

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ABSTRAK

Setiap Pegawai pada kantor Pajak bekerja saling melengkapi dalam penyelesaian berkas wajib pajak. Pada Tesis ini dibahas tentang Penentuan Pegawai Berkinerja Terbaik di Kantor Pajak Pratama Manado menggunakan Metode PROMETHEE. Selanjutnya hasil tersebut dibandingkan dengan Seleksi Pegawai Berkinerja Terbaik Kantor Pajak Pratama Manado tahun 2013. Ada 7 Alternatif yang telah ditentukan Kantor Pajak Pratama Manado yaitu : A selaku Kepala Seksi Ekstensifikasi, B selaku Kepala Seksi Pengolahan data dan informasi, C selaku Kepala Seksi pelayanan, D selaku Kepala Seksi Pengawasan dan Konsultasi 2, E selaku Kepala Seksi Penagihan, F selaku Kepala Sub Bagian Umum dan G selaku Kepala Kantor Pelayanan Penyuluhan Konsultasi Perpajakan Tomohon. Ada 4 Kriteria yang telah ditentukan Kantor Pajak Pratama Manado: Capaian Kinerja Pegawai, Multirater Survey, Disiplin Kehadiran dan Kemampuan Presentasi. Setelah melakukan analisis diperoleh hasil sama pada urutan perangkian jika dibandingkan dengan hasil seleksi Pegawai Berkinerja Terbaik Kantor Pajak Pratama Manado pada tahun 2013

Kata kunci: Metode *PROMETHEE*, kinerja terbaik

DETERMINATION OF THE BEST PERFORMING EMPLOYEES USING PROMETHEE METHODS

(CASE STUDIES : PRATAMA TAX OFFICE MANADO)

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ABSTRACT

Every employee at the tax office works complement each other in resolving taxpayer files. In this thesis are discussed about the determination of the best performing employees in Manado Pratama tax office using PROMETHEE method. The results are then compared to the selection of the best performing employee of Manado Pratama tax office in 2013. There are 7 predefined Alternative in Manado Pratama tax office: A as Section chief of Extensification, B as Section chief of data processing and information, C as Section chief of service, D as Section chief of supervision and Consultation Section 2, E as Section chief of billing, F as the General Head of sub-division and G as the head of the tax service Office Counselling Consultation Tomohon. There are 4 Criteria specified Manado Pratama tax office : Employee Performance Outcomes, Multirater Survey, Disciplined Presence and Presentation Skills. After doing the analysis of obtained results on the order of the same rank if it is compared to the results of the selection of the best performing employee of Pratama tax office in Manado in 2013

Keywords: PROMETHEE Methods, best performance